



Basics of Management	Helena	6-day series for non-managers	\$425	starts April 3
Mentoring: The View from Both Sides	Helena	8:30 a.m. - noon	\$87	April 3
Excellent Assistant Series	Bozeman	7 half days for support staff	\$320	starts April 5
Customer Service in the Public Sector	Helena	8:30 a.m. - noon	\$87	April 5
State Ethics Law	Bozeman	9 a.m. - noon	\$77	April 6
Managing Competencies	Helena	8:30 a.m. - 4:30 p.m.	☆ \$115	April 12
Competency-Based Performance Management	Helena	8:30 a.m. - 4:30 p.m.	☆ \$115	April 17
Investigating Personnel Issues	Helena	8:30 a.m. - 4:30 p.m.	\$115	April 19
Managing Multiple Priorities	Missoula	8:30 a.m. - noon	\$87	April 25
Increasing Human Effectiveness	Glasgow	8:30 a.m. - 4:30 p.m. each day	\$215	April 25 & 26
Competency-Based Interviewing	Helena	8:30 a.m. - 4:30 p.m.	☆ \$115	April 26

Managing Your Time	Great Falls	8:30 a.m. - noon	\$87	May 1
Contemporary Writing Skills	Helena	1 - 4:30 (2nd); 8:30 - noon (3rd)	\$115	May 2 & 3
Generations at Work	Helena	8:30 a.m. - noon	\$87	May 3
Meeting-ful Minutes	Helena	8:30 a.m. - noon	\$87	May 8
Building Communication: Effective Communication	Helena	8:30 a.m. - noon	* \$87	May 8
Building Communication: On Being Assertive	Helena	1 p.m. - 4:30 p.m.	* \$87	May 8
Negotiation Skills	Helena	8:30 - 4:30 (9th & 10th), 8:30 - noon (11th)	\$208	May 9 - 10 - 11
Building Communication: Win-Win Communication	Helena	1 p.m. - 4:30 p.m.	* \$87	May 15
Building Communication: Working with Difficult People	Helena	8:30 a.m. - 2 p.m.	* \$94	May 16
Developing and Managing A Budget	Helena	8:30 a.m. - 4:30 p.m.	\$115	May 16
Exploring Emotional Intelligence	Helena	8:30 a.m. - 4:30 p.m.	\$115	May 17
Managing Conflict	Helena	8:30 a.m. - 4:30 p.m.	\$115	May 17
Building Communication: Male-Female Communication	Helena	8:30 a.m. - noon	* \$87	May 22
Building Communication: Coping with the Angry Public	Helena	1 p.m. - 4:30 p.m.	* \$87	May 22
Essentials of Management	Billings	8-day series for managers	\$550	starts May 23
Exploring Emotional Intelligence	Billings	8:30 a.m. - 4:30 p.m.	\$115	May 24
Electronic Etiquette: E-mail & Voicemail	Helena	8:30 a.m. - noon	\$87	May 31

☆ Take these three
Competency workshops
as a series for \$230
- save 33% -

* Take the *Building
Communication Skills*
series for \$370
- save 30% -

The Spring Schedule for our
Management Development
Programs ...

- *Basics of Management*
- *Essentials of Management (Billings)*
- *Principles of Upper Management*

— is on the back
of this poster

Management
Development Program

To register,
444-3985 or
pdc01@mt.gov

For details on
courses, visit
<http://pdc.mt.gov>

professional
development center



state personnel division
dept. of administration

Principles of Upper Management	Helena	6-day series for managers	\$425	starts June 5
Telephone Presence	Helena	8:30 a.m. - noon	\$87	June 5
Pre-Retirement Planning	Great Falls	8:30 a.m. - 4:30 p.m. each day	\$115	June 6 & 7 (employees with PERS)
Documenting Disciplinary Action	Billings	8:30 a.m. - noon	\$87	June 8
Meeting-ful Minutes	Miles City	8:30 a.m. - noon	\$87	June 12
Remote Management	Helena	8:30 a.m. - 4:30 p.m.	\$115	June 12
All Kidding Aside: Preventing Harassment	Helena	8:30 a.m. - noon	\$87	June 13
A Delicate Balance: Privacy and the Right to Know	Helena	8:30 a.m. - 4:30 p.m.	\$115	June 14
Righting Your Writing	Helena	10 a.m. - noon each day	\$125	June 15, 22, 29
Media Relations	Helena	8:30 a.m. - 4:30 p.m.	\$115	June 19
Effective Presentations	Helena	8:30 - 4:30 (20th & 21st), 8:30 - noon (22nd)	\$208	June 20, 21, 22
Teambuilding	Helena	8:30 a.m. - 4:30 p.m.	\$115	June 26